

POSITION #25, TITLE: TRANSLATOR

Direct Supervisor: Patient Flow Supervisor

Mission: Provide interpretation for non-English speaking individuals throughout the dispensing site.

Qualifications: Non-medical, proficiency in both English and another language (including American sign language) for translation. Reassuring, calm, and soothing manner.

POSITION RESPONSIBILITIES

Initial Action/Planning Phase

- ☐ Review your Position Checklist and check off tasks as they are completed.
- ☐ Obtain credentialing and put on ID badge.
- ☐ Attend overall staff briefing.
- ☐ Receive assignment-specific briefing from your supervisor.
- ☐ Familiarize self with clinic layout and process.
- ☐ Review all dispensing site forms.
- ☐ Become familiar with all educational materials (and translate if necessary).
- ☐ Utilize methods to identify languages available (i.e. country flags).
- ☐ Maintain contact with greeter, registration, flow maintenance and EDS Coordinator, so they are aware of your ability to translate.

Primary Responsibilities During Site Operation

- ☐ Respond to requests for interpretation.
- ☐ Greet the client, introduce yourself, and explain that you are there to provide interpretation to help them through the process.
- ☐ Interpret all verbal instructions, questions, education, and written materials.
- ☐ Provide assistance with forms. EDS staff may need to verbally ask for the information on the form and write in the information given by the client.
- ☐ Accompany individuals through each station of the process.
- ☐ Refer distressed, upset individuals, anxious individuals who need mental health consultation.
- ☐ Request additional supplies as needed.

Deactivation Phase

- ☐ Assist with the teardown and re-packing of the assigned area.
- ☐ Identify issues for After Action Report.
- ☐ Participate in de-briefing.